



# Indiana Department of Homeland Security

## WebEOC Help Guide

November 4, 2009

This guide is designed to assist authorized WebEOC users access the State of Indiana's WebEOC system. For additional information please see the WebEOC user's guide and/or the WebEOC policy.

1. This guide only applies to the State of Indiana WebEOC System located at:
  - a. <https://eoc.in.gov>
    - i. You must include the S in https, without the S you won't be able to access the system.
    - ii. Do not use www. in the address
2. Logging in
  - a. Once you go to <https://eoc.in.gov> you be taken to the log in screen. Enter your user name and password. Your user name should be in the following format of Last Name, First Name (Agency) for example:

Spaces  
↓   ↓  
Jones, Dave (INDOT)

WebEOC 7.1 Login

User:

Password:

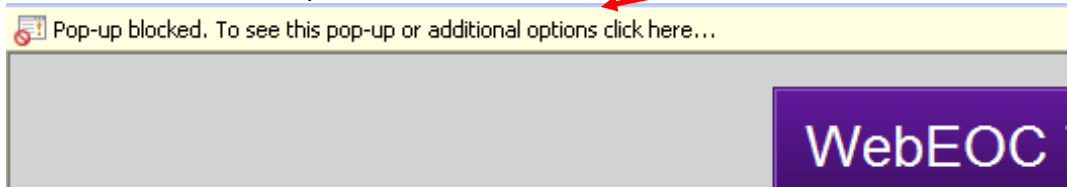
- [New User? Click here to create an account.](#)
- [Forgot Username/Password?](#)

**WARNING!**

3. It is important to remember after **several invalid attempts** to log onto the system **your account will be locked**. Before you account gets locked, use the Forgot Username/Password feature outlined on the next three pages. If your account is locked, wait **10 minutes** and your account will automatically unlock.

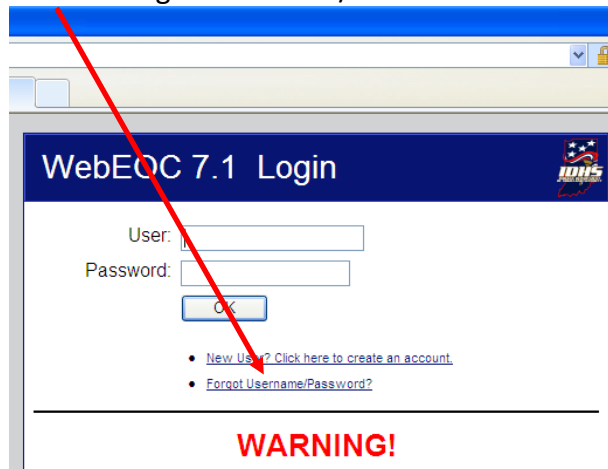
#### 4. Pop-ups

- a. Be sure to disable or add eoc.in.gov to your pop-up blocker.
  - i. This includes any add-ons such as Google and/or Yahoo tool bars.<sup>1</sup>
  - ii. If a yellow bar appears, right click in the yellow area to allow pop-ups from this site.

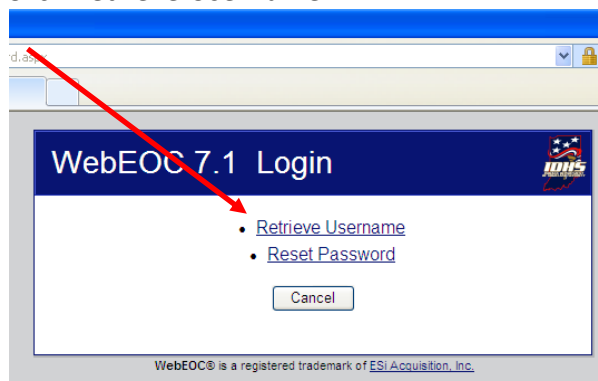


#### 5. If you forget your user name...

- a. Go to the log in page.
- b. Click on Forgot Username/Password? on the main log in screen.



#### c. Click Retrieve Username



<sup>1</sup> IDHS EOC staff do not recommend the use of add on tools bars including Google and/or Yahoo.

- d. Enter your email address associated with your WebEOC account twice and click continue.

The screenshot shows a web browser window with the address bar displaying 'd.aspx'. The main content area has a blue header with 'WebEOC 7.1 Login' and a logo on the right. Below the header is a white box titled 'Retrieve Username'. Inside this box, there is a paragraph: 'Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address.' Below this text are two input fields: 'Email Address:' and 'Confirm Address:'. At the bottom of the box are two buttons: 'Continue' and 'Cancel'. A red arrow points from the 'Continue' button in the instruction above to the 'Continue' button on the page.

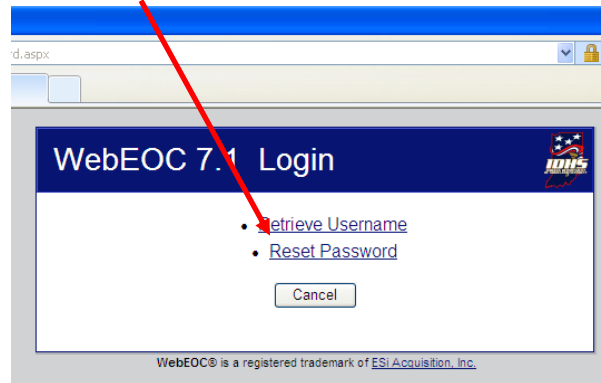
WebEOC® is a registered trademark of ESI Acquisition, Inc.

- e. An email will be sent to the email account associated with your WebEOC account.
- f. If you are using Microsoft Outlook Webmail, click on the link in the email.
- i. You will be taken to internet explorer and receive an error
  - ii. In the address bar, delete the webmail address to the point where you see <https://eoc.in.gov/eocy7...>
  - iii. Hit enter or click go
  - iv. If this doesn't work for you, please access Outlook directly to see a useable link.
6. If you forgot your password...
- a. Go to the log in page
  - b. Click on Forgot Username/Password

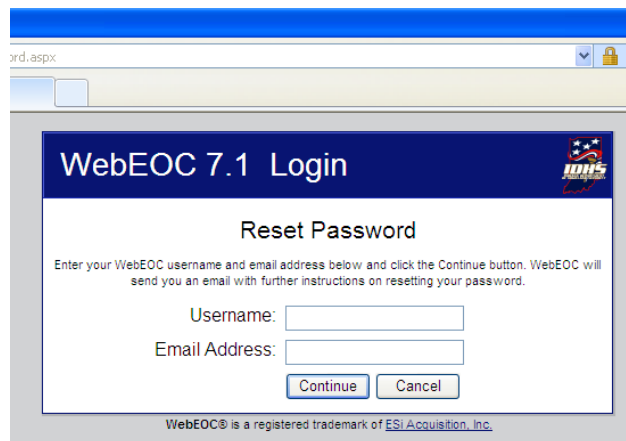
The screenshot shows a web browser window with the address bar displaying 'd.aspx'. The main content area has a blue header with 'WebEOC 7.1 Login' and a logo on the right. Below the header is a white box. Inside this box, there are two input fields: 'User:' and 'Password:'. Below these fields is an 'OK' button. At the bottom of the box, there is a link: 'New User? Click here to create an account.' Below this link is a bullet point followed by the text 'Forgot Username/Password?'. A red arrow points from the 'Forgot Username/Password?' link in the instruction above to the 'Forgot Username/Password?' link on the page.

**WARNING!**

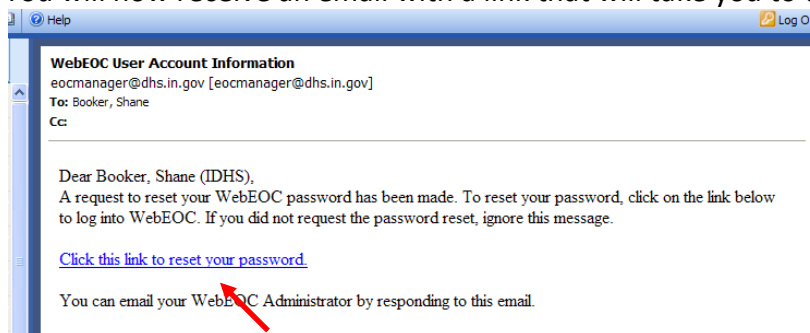
c. Click on Reset Password



d. Enter in your User name and email address associated with your WebEOC Account



You will now receive an email with a link that will take you to the login screen.



e. Click on the link in your email.

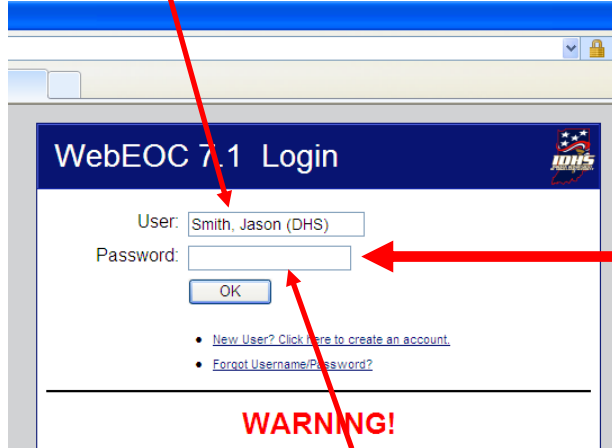
i. Note: If you are using Microsoft Outlook Webmail, click on the link in the email.

1. You will be taken to internet explorer and receive an error
2. In the address bar, delete the webmail address to the point where you see https://eoc.in.gov/eocy7...
3. Hit enter or click go

4. If this doesn't work for you, please access Outlook directly to see a useable link.

You will be taken to a new log on screen.

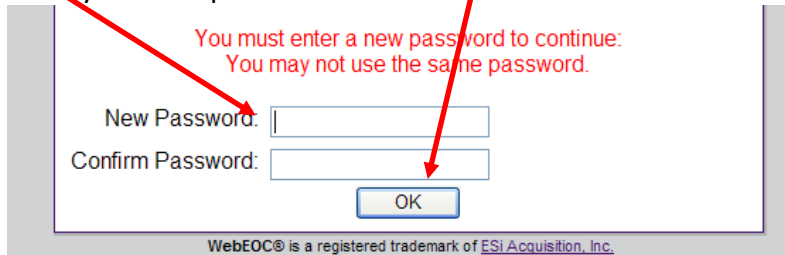
5. Enter your user name



The screenshot shows the 'WebEOC 7.1 Login' window. The 'User:' field contains 'Smith, Jason (DHS)'. The 'Password:' field is empty. A red arrow points from the instruction '5. Enter your user name' to the 'User:' field. Another red arrow points from a red box containing the text 'LEAVE THE PASSWORD FIELD BLANK!' to the 'Password:' field. Below the fields is an 'OK' button. At the bottom, there are links for 'New User? Click here to create an account.' and 'Forgot Username/Password?'. A red 'WARNING!' text is at the bottom of the window.

6. DO NOT ENTER A PASSWORD, ONLY YOUR USER NAME

- f. Click OK and you will be prompted to enter a new password.
- g. Enter your new password and click OK.



The screenshot shows the 'New Password' screen. It has two text input fields: 'New Password:' and 'Confirm Password:'. A red arrow points from the instruction 'f. Click OK and you will be prompted to enter a new password.' to the 'New Password:' field. Another red arrow points from the instruction 'g. Enter your new password and click OK.' to the 'Confirm Password:' field. Above the fields, red text reads: 'You must enter a new password to continue: You may not use the same password.' Below the fields is an 'OK' button. At the bottom, it says 'WebEOC® is a registered trademark of ESI Acquisition, Inc.'

If you need additional assistance, please send an email to: [WebEOC@dhs.in.gov](mailto:WebEOC@dhs.in.gov). This email account is monitored 24 hours a day, 7 days a week.